QAFAP – What are your "Pain Points"?

[QAFAP = Quality Assurance Field Activities Procedure]

Meeting Description:
Please join us in a (mini) Lean activity to identify/prioritize areas in the R8 QA Field Activities Procedure (QAFAP) that can be improved.

On May 14th, the RLT is asked to consider/discuss the questions (below), and then prioritize the areas to be improved:

What aspects of the QAFAP have been challenging to implement?
What are your "pain points"?

Goal:
- RLT identifies and then prioritizes areas in the QAFAP that can be improved.
- *RLT's data will be used along with the R8 Field Implementation Team's (FIT) data (see below) to identify priority focus areas for process improvement.*

R8 Field Implementation Team (FIT) Responses (April 10th)

On April 10th, we asked the R8 Field Implementation Team (FIT) these same questions. For your information, the FIT responses are provided in Item B. The FIT also noted improvements related to field activities that they've observed since implementing the QAFAP (Item A).

A. What improvements have you seen in the Region and/or your Program since implementing the QAFAP?

FIT Member Responses: Improvements to Field Activities (4/10/18)

We have a more standard approach to fieldwork – field notes are clearer and better thought out. We have Health and Safety Plans (HASPs) and a standardized field logbook for site visits.

We have grown to appreciate the organization and standardization of training, procedures and forms that we use in the field.

We have seen standardization occur across programs, creating a common language and process (*i.e.*, program and enforcement counterparts are working together).

What I have learned is how **important it is to do field work properly and that it really isn't much more work for the improved quality.**

SOPs and other documents for my program are now centralized and easily found.

Training is standardized, documented and readily available (e.g., making credential renewal easier)

Our equipment is now better maintained (*i.e.*, it's working when we take it into the field)

Initially, **the majority of our team decided to do desk evaluations** *in lieu* **of site visits.** Now, **more of the team is accepting the small amount of increased paperwork to go on a site visit.**

B. What aspects of the QAFAP have been challenging to implement (Pain Points)?
(Responses were collected, multi-voting used to prioritize.)

Total Votes	FIT Member Responses: Pain Points (4/10/18)
10	**Maintaining field equipment within our unit or program is a big responsibility (e.g., calibration, maintenance, SOP development).** Is there a possibility to pool our resources? FIT Suggested: Centralized Field Equipment & Equipment Management, including standard equipment purchases and standard SOPs; an equipment manager who: maintains equipment, calibration materials and performs equipment calibrations.
10	**Given our busy schedules, it's hard to make time to understand the QAFAP requirements.** It requires time to read, absorb and retain the QAFAP, which is difficult when we have many responsibilities -- not all of which are field activities.
10	**We Feel a Heavy Burden to carry the QAFAP requirements on our shoulders.** How do we ensure that the QAFAP is implemented by each individual without an expectation that we (FIT Reps) shoulder the responsibility for the entire unit? Are there any strategies that could help build capacity and support program-wide?
9	**The requirement to have one logbook for one project is wasteful when we use pre-bound (rite-in-rain) logbooks** for an inspection trip that includes multiple inspections. (Instead of bringing one logbook, we bring 5-10 logbooks)
5	**Photo Documentation & Records Management are challenging.**
3	**QAFAP implementation for Site Visits shouldn't take as much time as for other field activities.** Could there be levels of QAFAP implementation depending on field activity? (e.g., site visits, inspections, field sampling, etc.)
3	**How can we help to change the culture for all field personnel and managers to accept the importance of the QAFAP?** The QAFAP implementation adds work to field activities, making it hard to convince others of the added value of the QAFAP.